

1. **Complaints Policy**

In pursuit of its aim of achieving continuous improvement in performance, the College wishes to be informed of any area which is causing dissatisfaction to its customers. It will seek to resolve any complaint and to find ways to eliminate areas of dissatisfaction.

2. **Complaints Procedure**

2.1 **Purpose**

To describe how the College will respond to a complaint in order to attempt to resolve it to the satisfaction of the complainant and prevent a recurrence.

2.2 **Scope**

This procedure shall apply to complaints made by any learner, parent, employer or member of the community using the College's services or facilities. If a complaint is specifically about some aspect of governance it should be referred directly to the Chair of Governors. A response to the complaint will be made within five working days of its receipt.

If the complaint is not resolved the complainant may write to the Learning & Skills Council. Unresolved complaints will be dealt with within 6 months.

2.3 **Responsibilities**

2.3.1 The responsibility for implementing this procedure shall lie with the Student Support Services Manager at Formal Stage 1 and with the Deputy Principal at Formal Stage 2.

2.3.2 The Student Support Services Manager shall ensure that learners are made aware of this procedure.

2.3.3 The Deputy Principal and Development Manager – Widening Participation, are responsible for dealing with an appeal.

2.4 **Procedure**

The College will adhere to awarding bodies and HE institutional guidelines concerning complaints.

2.4.1 *Informal Stage*

- a) In the first instance, the member(s) of staff involved should attempt to resolve the problem informally by talking with the complainant.
- b) If the complaint cannot be resolved informally to the satisfaction of the complainant then the formal procedure shall be invoked.

2.4.2 *Formal Stage 1*

- a) The complainant shall contact Student Support Services who will provide a Complaints Form (COM1) for completion. Alternatively, a letter of complaint will be accepted.
- b) Student Support Services staff will help with the completion of the form if so requested. If the complaint is by letter, this shall be attached to a complaints form for processing.
- c) On receipt of a written complaint, the Student Support Services Manager shall either:
 - i. send a copy of the complaint to the staff member involved, or
 - ii. decide that the complaint is of a serious nature and invoke Stage 2 of this procedure
- d) The staff member involved shall, upon receipt of a written complaint on form COM1 or by letter:
 - i. attempt to resolve the complaint to the satisfaction of the complainant
 - ii. complete the relevant section of form COM1 and return it to the Student Support Services Manager within five working days of its receipt
- e) If the complaint is not resolved then Stage 2 of this procedure shall be invoked.

2.4.3 *Formal Stage 2*

- a) The Student Support Services Manager shall send written details of the complaint (form COM1) to the line manager of the member of staff involved and inform the Deputy Principal, of the nature of the complaint.
- b) The Line Manager shall, upon receipt of a written complaint:
 - i. attempt to resolve the matter to the satisfaction of the complainant
 - ii. complete the relevant section of form COM1 and return it to the Student Support Services Manager within five working days of its receipt
- c) If the complaint is not resolved at this stage, the complainant has the right of appeal.

2.4.4 *Appeal*

- a) Upon receipt of a form COM1 giving notice of appeal by a complainant against a decision made at Stage 2 of this procedure, the Student Support Services Manager shall, forthwith, pass the notice to the Deputy Principal and Development Manager – Widening Participation.
- b) The Deputy Principal shall reply to any such appeal within five working days.
- c) Should the complaint not be resolved at this stage, the Deputy Principal will provide the complainant with information on any further steps which may be taken

in an attempt to gain satisfaction.

2.5 Records of Complaints

The Student Support Services Manager shall ensure that records of every formal written complaint are kept for a period of at least three years.

2.6 Follow-up Review

If the complainant does not write to appeal against the response to the complaint within 4 weeks of receiving a reply, we will assume that the complainant is happy with the response and we will class the complaint as being resolved.



COMPLAINTS FORM (COM1)

No Date of Issue

Describe the nature of your complaint as fully as possible; include dates and times of all incidents

*If there is insufficient space continue on additional sheets and attach them to this document
Letters of complaint to be attached to this document*

Signature _____ Date _____

To Complainant - send or take this form to: Student Support Services, Stephenson College,
Thornborough Road, Coalville, Leicestershire, LE67 3TN

MAKE SURE YOU KEEP A COPY OF THIS FORM

Name

Address

FOR OFFICE USE ONLY

Received By _____

Date _____ No of Extra Sheets _____

Stage 1 - to be completed by the member of staff involved

Complaint Resolved Yes No

Name _____ *Date Received* _____

Signature _____ *Date* _____

Stage 2
Reply

Complaint Resolved Yes No

Name _____ *Date Received* _____

Position _____

Signature _____ *Date* _____

Appeal

Name _____ *Date Received* _____

Signature _____ *Date* _____

Appeal Forwarded to LSC *YES / NO*

Signature _____ *Date* _____

Deputy Principal